

September 30, 2017

The Honorable Bill de Blasio  
Mayor  
City Hall  
New York, NY 10007

The Honorable Melissa Mark-Viverito  
Speaker  
New York City Council  
New York, NY 10007

Dear Mayor de Blasio and Speaker Mark-Viverito:

We are pleased to provide you with the attached quarterly report on the IDNYC program as required by Local Law 35 of 2014.

This quarter IDNYC expanded its partnership with NYC Health + Hospitals by opening a new permanent enrollment center at Metropolitan Hospital, located in East Harlem. Metropolitan's service area includes Central Harlem/Morningside Heights, Crotona/Tremont, Fordham/Bronx Park, Highbridge/Morrisania, Hunts Point/Mott Haven, Pelham/Throgs Neck, Upper Manhattan, and West Queens. We are excited to partner with NYC Health + Hospitals to serve these communities.

Also this quarter, IDNYC's pop-up, mobile and command center enrollment opportunities created unique access to diverse communities and geographies throughout the city. IDNYC's Mobile Enrollment Program facilitated pop-up enrollment centers that targeted underserved New Yorkers, including NYCHA residents, seniors, and homeless individuals. IDNYC also focused on reaching international students at Baruch College and The New School in Manhattan.

This quarter the program expanded services at select IDNYC enrollment centers. At these locations there will be self-service, ADA-accessible desks with computers where individuals will be able to manage public benefits online through Access HRA, a web-based client portal. By creating an Access HRA account, individuals can apply for and recertify for the Supplemental Nutrition Assistance Program (SNAP), recertify for Cash Assistance (Public Assistance), and other benefits, as well as manage payments, appointments, documents, and information on existing cases. IDNYC staff can help individuals navigate the website, and refer them to a SNAP or Job Center, or the appropriate HRA helpline. We have located these self-service desks at some of our most heavily trafficked centers, including the Grand Central Library in central Manhattan; our AAFE site in Brooklyn; and at our DOHMH center in East Harlem.

Finally, we are proud to report that since January 2015, cardholders have saved more than one million dollars in grocery discounts at Food Bazaar stores in Queens, Brooklyn, and the Bronx. This milestone highlights the important and tangible benefits that IDNYC brings to New Yorkers.

IDNYC is grateful for the ongoing leadership and partnership of the New York City Council and Speaker Melissa Mark-Viverito.

Very truly yours,



Steven Banks, Commissioner  
Human Resources Administration



Bitta Mostofi, Acting Commissioner  
Mayor's Office of Immigrant Affairs



Emily W. Newman, Acting Director  
Mayor's Office of Operations

cc: Anthony Shorris, First Deputy Mayor  
Richard Buery, Deputy Mayor  
Dr. Herminia Palacio, Deputy Mayor  
Kevin O'Brien, Acting Chief of Staff to the  
Mayor  
Jon Paul Lupo, Director of City Legislative  
Affairs

New York City Identity Card Program Quarterly Report  
 June 30, 2017-September 29, 2017

As required by Local Law 35 of 2014, the Human Resources Administration (HRA), as the administering agency of the IDNYC program, shall prepare and submit to the Mayor and the Speaker of the City Council a report on the New York City municipal identification card program that includes the information below.

- (1) The number of applications received by the City for the New York City identity card disaggregated by applicant borough of residency:

Since the launch of the IDNYC program, 1,207,650 applications have been received.

The following table depicts the number of applications disaggregated by borough of residence:

Borough	Total Applications Processed to Date as of Sept. 29, 2017	Estimated Eligible Population <sup>1</sup> (age 14 & up) <sup>1</sup>	% of Borough Population Eligible for IDNYC Card (age 14 & up)
Bronx	215,096	1,131,686	19.01%
Brooklyn	355,610	2,112,126	16.84%
Manhattan	239,118	1,437,418	16.64%
Queens	368,295	1,930,215	19.08%
Staten Island	29,471	390,334	7.55%
Non-NYC P.O. Box	60	-	
<b>TOTAL</b>	<b>1,207,650</b>	<b>7,001,779</b>	<b>17.25%</b>

The 60 non-NYC addresses reflect applicants who participate in the New York State Address Confidentiality Program for domestic violence survivors and use an Albany P.O. Box address. IDNYC has verified that these applicants reside in New York City.

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<sup>1</sup> Based on percent of population 14 years old and above according to 2013 American Community Survey 2013. Analysis completed by HRA Office of Evaluation and Research.

**(2) The number of New York City identity cards issued:**

To date, IDNYC has issued 1,179,330 identity cards.

**(3) The number of New York City identity cards issued to minors:**

As of September 29, 2017 IDNYC has issued 43,556 cards to minors (individuals aged 14 to 17).

**(4) The number of requests made by City agencies for information collected about applicants for the New York City identity card disaggregated by requesting agency:**

During this reporting period, IDNYC received no requests from City agencies for applicant information.

**(5) The number of times the administering agency shared documents submitted by applicants to establish eligibility for the New York City identity card with other city agencies disaggregated by agency:**

During this reporting period, IDNYC has not shared any documents submitted by applicants to establish eligibility for the card with any City agencies.

**(6) The number of denials made to requesting agencies for information collected about applicants for the New York City identity card:**

There were no requests from any agencies during this reporting period other than from law enforcement. For information about responses to requests from law enforcement, see the response to item (7) below.

**(7) The number of New York City identity card applicants whose information was disclosed to law enforcement, disaggregated by whether such disclosure was pursuant to a judicial warrant or judicial subpoena:**

During this reporting period, IDNYC disclosed information about one applicant pursuant to a judicial subpoena from the Eastern District of New York. IDNYC also received two judicial subpoenas from the Bronx District Attorney's office. The program did not have any information that was responsive to the first subpoena from the Bronx DA's office and the second subpoena from that office is under review.

**(8) The number of occurrences of fraud or other criminal activity related to issuance of the New York City identity card:**

Since program launch in January 2015, 142 cases have been detected to have a high likelihood of suspected fraud. In this reporting period, the program's integrity review process detected 7 unrelated instances in which an individual sought to obtain an IDNYC card under another name and/or identity. These instances were first detected by the program's duplicate image search technology, which automatically seeks to match the photographs taken of new applicants against the database of previous IDNYC cardholders or applicants to prevent the improper issuance of a second IDNYC card to one applicant. After the perceived match, the investigators on the program integrity team proceeded with an investigation in accordance with program protocols. All 7 applications were denied. Where possible, in cases where we suspect someone is applying for the card under someone else's identity, we notify the potential victim by letter about the improper use of their identity information.

**(9) The City's efforts to conduct outreach to prospective applicants relating to the New York City identity card program:**

In total, IDNYC enrolled 5,765 New Yorkers at its pop-up sites this quarter, and another 1,375 aboard IDNYC on the Go!, IDNYC's Mobile Command Center. The program focused its outreach efforts through partnerships with the City's public health system; the New York City Housing Authority (NYCHA); and the City University of New York (CUNY), while continuing to build on our outreach efforts to harder to reach communities and vulnerable populations, such as seniors and homeless individuals.

IDNYC partnered with NYC Health and Hospitals (NYC H+H) and the Department of Health and Mental Hygiene (DOHMH) to open a new permanent enrollment site at Metropolitan Hospital and a pop-up center at Coney Island Hospital in July.

In partnership with DOHMH, IDNYC enrolled 552 individuals at pop-up enrollment centers at the Crown Heights and Fort Greene Health Centers in Brooklyn and at the Tremont Neighborhood Health Action Center in the Bronx. IDNYC partnered with the City's Thrive NYC mental health initiative for joint outreach events in July. Collaborations with healthcare providers also included a presentation and outreach to Maimonides Medical Center staff in August, and to the 1199 Home Care Workers Delegate Assembly in September.

IDNYC continues to be popular with college students through our campus pop-up enrollment sites. Through partnerships with Brooklyn and Baruch colleges, we enrolled 384 students. In the first few weeks of our New School pop-up, we have enrolled 1,152 students, staff and other New Yorkers. Outreach teams also connected with high school students and their families at Department of Education Peak Enrollment events throughout the city.

In July and August, IDNYC held pop-ups at Summer Youth Employment Program (SYEP) partner organizations in the Bronx, Manhattan, and Staten Island, enrolling a total of 1,479 New Yorkers.

This quarter, we expanded our collaboration with NYCHA holding outreach events at the Drew-Hamilton Houses in Manhattan; the Ocean Bay-Oceanside Houses and Pomonok Houses in Queens; and the Pelham Parkway Houses in the Bronx.

As part of collaboration with NYCHA, this quarter we stationed the IDNYC on the Go! mobile enrollment site at the Drew-Hamilton Houses and the Johnson Houses in Manhattan; and the Sotomayor Houses in the Bronx, enrolling a total of 256 NYCHA residents and community members.

In addition to our partnership with NYCHA, we deployed IDNYC on the Go! at City Hall in your Borough in Queens and Manhattan, where we enrolled 461 New Yorkers.

Overall interest in the IDNYC program among New Yorkers, including community-based organizations and elected officials, remains strong. IDNYC continues to receive a high volume of requests to host or sponsor IDNYC pop-ups across the five boroughs. This quarter, IDNYC has focused its presence in neighborhoods where there has been a growing and often harder to reach immigrant populations, including partnering with Assembly Member Luis Sepulveda, SAPNANYC and Community Board 9, who represents burgeoning West African and Bangladeshi communities in the Parkchester neighborhood of the Bronx. To ensure we could meet the needs of our diverse residents, staff had applications available in a wide variety of languages, including Bengali and French.

IDNYC has deepened partnerships with faith-based institutions, partnering with Council Member Fernando Cabrera, Holy Spirit Church and Dominicanos USA to host a pop-up at the end of August to serve a predominantly Latino congregation. In late June and July, Speaker Melissa Mark-Viverito and the Bronx Immigration Partnership sponsored a pop-up at Sauti Yetu Center for African Women, in the Bronx. In July and August, we held a pop-up site at Coney Island Hospital in Brooklyn, with a record number of sponsors, including NYS Senator Diana J. Savino, NYS Assemblywoman Pamela Harris, NYS Assemblyman Steven Cymbrowitz, NYC Council Member Chaim Deutsch, NYC Council Member Mark Treyger, Shorefront Jewish Community Council, and the Kings County District Attorney's Office. And in September, Assembly Member Brian Barnwell successfully enrolled for IDNYC at Sunnyside Community Services in Queens. Partnerships with local leaders are critical to ensure we are enrolling residents from every corner of our city. The number of enrollments across all IDNYC pop-up sites in partnership with an elected official totaled 1,182.

**(10) The City's efforts to promote acceptance of the New York City Identification card by banks and other public and private institutions:**

The program continues to seek new ways to expand the card's acceptance and utility.

(11) The types of services, other than city services, for which the New York City identity card is permitted as acceptable proof of identity and residency:

IDNYC cardholders continue to take full advantage of all the cultural, entertainment, educational, sports, and health-related opportunities that the card offers.

### Culture, Entertainment and Sports

- This quarter IDNYC cardholders redeemed more than 24,300 free one-year memberships at the 40 cultural institution benefit partners, including the Armory, BAM, BRIC, Film Forum, Museum at Eldridge Street, New York City Ballet, Symphony Space, and Pregones Theater, along with the City's zoos, aquariums and performing arts centers. The total number of memberships redeemed since January 2015 is 573,162. Together with the Department of Cultural Affairs, in early September we convened IDNYC cultural partners at the Museum of Chinese in America to discuss best practices and creative ways for further engaging and cultivating IDNYC cardholders.
- Since the start of the IDNYC program, cardholders have made 51,342 purchases of discounted tickets to Broadway and Off-Broadway theater performances; sporting events; movies; visits to city landmarks like the Empire State Building and the Statue of Liberty; and through CourseHorse, classes in myriad subjects throughout the City. These discounts are provided by A.R.T./ NY, a consortium of Off-Broadway theaters; the Entertainment Benefits Group; The New York Theatre Ballet; the New York City Football Club, NYC's Major League Soccer team; Brooklyn Sports and Entertainment, owner of Barclays Center; Baruch Performing Arts Center; and the Chelsea Film Festival.

### Libraries

The City's partnership with the Brooklyn, New York, and Queens Public Library Systems continues to allow New Yorkers to use their IDNYC cards as a single, city-wide library card. Since January 2015, over 60,000 IDNYC cardholders have added this functionality to their IDNYC cards.

### Health and Fitness

The IDNYC card continues to facilitate access to better health.

- Since program launch, 26,520 New Yorkers have signed up for the many discounted fitness options offered through IDNYC, including public tennis permits and adult memberships at NYC Department of Parks and Recreation Centers; family and individual memberships at YMCA facilities throughout the City; and Citi Bike and NY Roadrunners memberships.

- Since Modell's Sporting Goods became an IDNYC benefits partner in October 2016, cardholders have made 7,189 clothing and sports equipment purchases using their IDNYC discount.
- The City's official prescription drug discount plan, Big Apple Rx, is integrated into the IDNYC card to provide prescription drug discounts at more than 2,000 pharmacies citywide. Since program launch, IDNYC cardholders have used this benefit to save over \$618,000 on their prescription purchases.
- We are very happy to report that at Food Bazaar stores in Queens, Brooklyn, and the Bronx, IDNYC cardholders saved over \$173,000 in discounted grocery purchases this quarter, bringing total grocery savings, to more than one million dollars (\$1,081,000) since January 2015.
- IDNYC's partnership with Health + Hospitals allows cardholders to link their IDNYC cards to their H+H accounts, thereby speeding up the check-in process for subsequent appointments. Since this partnership began in May of 2016, 4,392 cardholders have linked their IDNYC cards to their H+H accounts.
- Since January 2017, parents, guardians, and other individuals have been able to use their IDNYC numbers online to access their own or their children's official immunization records from the Citywide Immunization Registry, at My Vaccine Record. Parents can check up on which vaccinations their child still needs, and can print out a vaccination history to complete medical forms for child care, school registration, college admission, camp enrollment and more. To date, 1,568 cardholders have accessed vaccine records using an IDNYC number.

## Veterans

Since IDNYC launched the Veteran Designation in July 2015, 7,574 veterans have chosen to have this special marker on their IDNYC cards, indicating service in the U.S. Armed Services. The designation better connects veterans to the services and discounts they deserve and it expresses the City's gratitude and respect for those who have served our country. The designation also entitles veterans to exclusive benefits in addition to those offered to all cardholders.

IDNYC continues to field inquiries from public and private institutions eager to partner with us. Our goal is to make meaningful additions to the program that reflect the IDNYC's vision of greater access to government services, financial services, education, cultural benefits, and health and wellness for all New Yorkers. The City is focused on developing integrations that expand the utility and functionality of the IDNYC card and ensure that New Yorkers have access to a broad array of additional programs, services, and benefits.